

2020 DOMESTIC VIOLENCE VIRTUAL CONFERENCE

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Phoenix, Arizona



AZPOINT Order of Protection System

Presented by:

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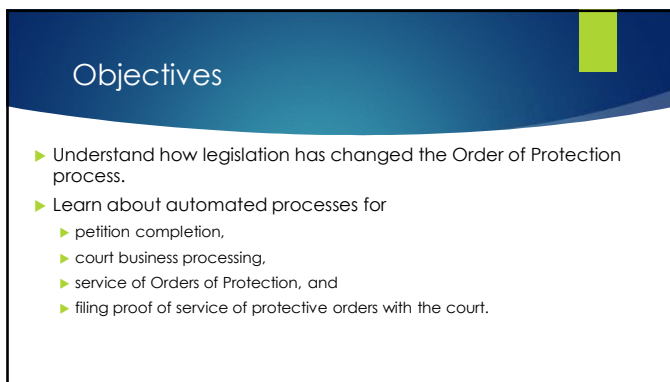
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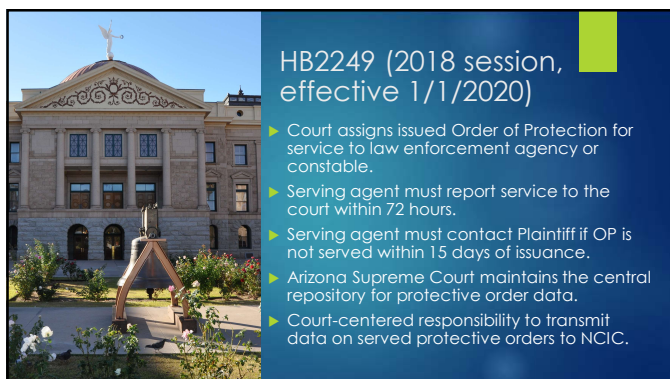
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EXECUTIVE DIRECTOR



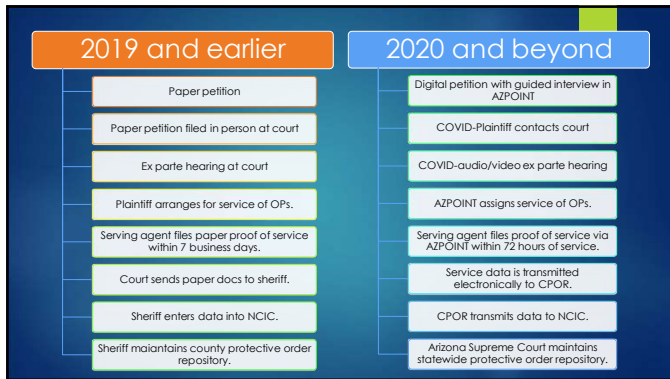
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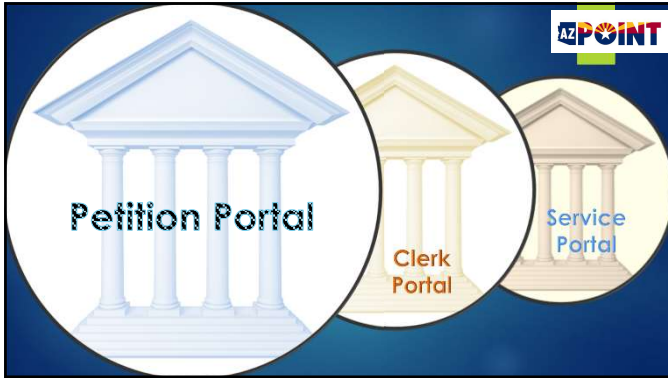
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Partnership with ACJC

- ▶ ACJC drafted legislation in collaboration with stakeholders.
- ▶ Established goals of automating the protective order system, increasing number of served OPs, enlarging number of OPs reported to NCIC
- ▶ Obtained grant funds to support AOC-ITD technology project
- ▶ ACJC trained advocates and servicing agencies; AOC trained courts.

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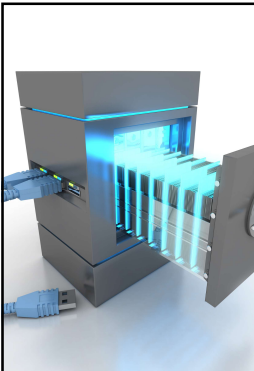
Additional features

- ▶ Guided interview
- ▶ Document completion—Plaintiff Information Sheet, Petition, Service of Process Information form
- ▶ Petition confirmation number
- ▶ Not an e-filing system; evidence cannot be attached.




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Petition data

- ▶ Petition docs stored for up to 90 days to allow for editing
- ▶ User's account remains active, but petitions are purged after 90 days of inactivity.
- ▶ Stored in AOC's Central Case Registry until the plaintiff requests action on a petition.
- ▶ Court cannot access petition information until user provides petition confirmation number.

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Advocates say:

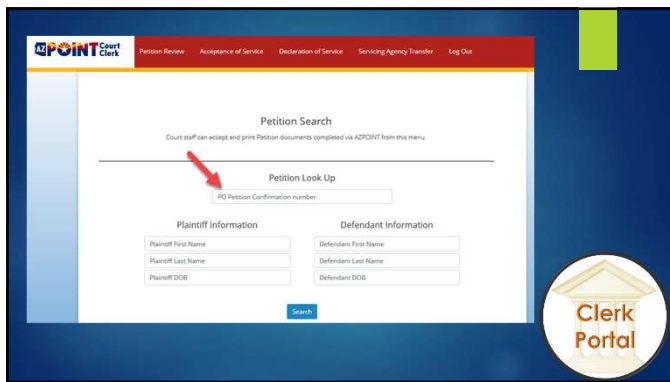


- ▶ "Thank you for all of the work and thought that went into the new AZPOINT system. As an advocate, I am very excited about the changes and feel they are both system-friendly and victim-centered."
—Bethany, Victim Witness Services
- ▶ Helps victims feel empowered.
- ▶ "Love the safety button! Love the system."
- ▶ AZPOINT still educates a person about the process even if working without an advocate.
- ▶ A victim not having to initiate service is huge.
- ▶ Lay legal advocates are able to assist clients with petitions and safety planning.
—Sheronda Jordan, Emergel Center Against Domestic Abuse

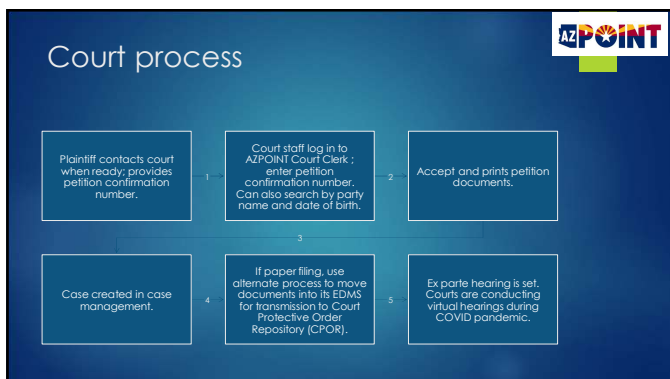
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Court Protective Order Repository (CPOR)

- ▶ Holds statewide data regarding petitions filed, withdrawn, granted, denied.
- ▶ Assigns service only for Orders of Protection
- ▶ Transmits protective order data to NCIC.

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Opening the door to the AZPOINT Servicing Agency portal



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Orders of Protection ...

- ▶ Case management system is updated after ex parte hearing; transmits data to AOC Central Case Registry (CCR) in near real time.
- ▶ CCR transmits data to CPOR.
- ▶ If OP has been granted, CPOR transmits data to the AZPOINT Servicing Agency portal.
- ▶ CPOR assigns service to a law enforcement agency or a constable, depending on defendant's location and issuing court.
- ▶ Servicing Agency portal uses document keys to recreate petition and OP for service on the defendant.
- ▶ No fee for service of OPs.



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Proof of service

FILE DECLARATION OF SERVICE WITHIN 72 HOURS OF SERVICE.

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Proof of service

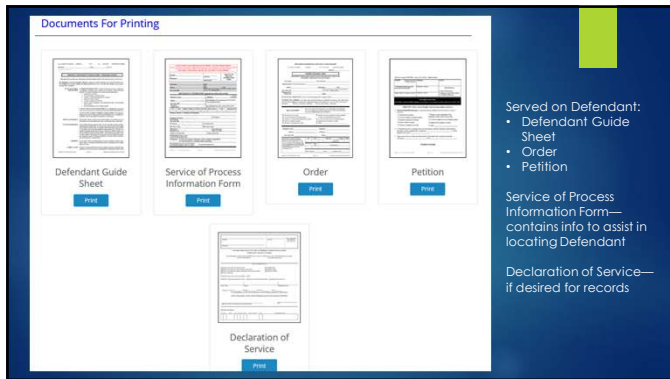
FILE DECLARATION OF SERVICE WITHIN 72 HOURS OF SERVICE.

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Proof of service

FILE DECLARATION OF SERVICE WITHIN 72 HOURS OF SERVICE.

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Data: January-August 2020

	AZP petitions created	Court ready for filing	CPOR received from AZPOINT			CPOR received on paper		
			Granted, served	Granted, unserved	Total	Granted, served	Granted, unserved	Total
			OP IAH WH	OP IAH WH		OP IAH WH	OP IAH WH	
Jan	3,117	1,751	766 165 12	193 117 8	1,261	716 141 6	207 144 13	1,227
Feb	3,054	1,719	833 206 8	186 117 5	1,355	658 161 11	198 134 6	1,168
Mar	3,335	1,825	828 210 11	208 107 8	1,372	670 133 8	199 135 4	1,149
Apr	4,400	2,013	936 219 13	206 103 8	1,485	391 96 3	98 64 3	655
May	3,575	1,914	853 192 7	212 118 13	1,395	443 102 1	157 97 7	807
Jun	3,941	2,218	926 232 11	275 163 8	1,615	523 109 1	179 120 5	937
Jul	4,167	2,310	964 209 8	304 165 4	1,654	439 140 4	240 107 3	933
Aug	4,377	2,391	952 209 9	315 204 14	1,703	488 114 4	195 135 3	939
	29,966	16,141	8,779	3,061	11,840	5,362	2,453	7,815

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Next steps

- ▶ Spread the word to the public about AZPOINT.
 - ▶ Using AZPOINT avoids a trip to a courthouse during COVID-19 pandemic.
 - ▶ Gives the victim time to prepare documents thoroughly and accurately.
 - ▶ Allows data to be transmitted quickly from courts to CPOR to law enforcement and constables and back again.
- ▶ Ensure that victims are aware that OPs will go out for service quickly.
- ▶ Encourage victims to make safety plans.
- ▶ AOC will continue working on enhancements to AZPOINT.
 - ▶ Spanish translation
 - ▶ Feature to allow serving agent to add notes about service attempts.
 - ▶ Plaintiff notification system

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